

Book a Library Visit | Fall Semester 2020

UNIVERSITY OF MIAMI
LIBRARIES



Focus Group on the Richter Library's Limited In-Person Access Plan



Welcome!

- Is it okay to record?
- Due to Covid-19, the Libraries need to reduce capacity to 25%
- We are moving to an appointment-based booking-by-seat system
- The purpose of this focus group is to run through our plan with you and get feedback
- We are on a very tight schedule, so we might not be able to implement your ideas immediately, but we will carefully consider all your suggestions

Agenda

- Review the overall plan for booking and request feedback (20 mins)
- Breakout into groups and test the booking system (5 mins)
- Report back from breakouts (15 mins)
- Final questions and discussion (15 mins)
- Background assumptions (5 mins, if time)

Book a Visit – Planned Flow



Discussion of Flow: Questions, Pros, Cons



Breakout Sessions: Test Software

- We will split into breakout rooms, pairing a student (or students) with someone from the library
- We will provide a URL and ask you to test out the booking software

Prompt: You want to study in the library at 1pm this afternoon. What do you do?

- Note: During the breakout, we'd like you to talk out loud about what you're seeing on the screen, what you are trying to do, etc.
- After, we will reconvene to discuss the experience

Breakout Sessions: Test Software

<https://libcal.miami.edu/>

[Facilitator: share URL in chat]

Breakout Sessions: Feedback

- Students, please tell us how it went
- Was there anything confusing? Any suggestions for how the experience might be improved?
- Facilitators, anything you observed?

Additional Questions: Duration of Visits

- What do you think is the optimal default time slot? What about maximum?

Additional Questions: Leaving on Time

- Do you think it would be difficult to get students to leave on time?
- How do you feel about asking someone to leave if they are in the seat you have reserved?
- Do you have other ideas on how we could ensure people leave on time?

Additional Questions: Communication

- Where/how do you usually get university news and updates?
- How would you want (or expect) to hear about these changes to visiting the Libraries?

Additional Questions: Name

- What would you call this new program? Any ideas

Additional Questions: Technology

- Have you checked out a library laptop in the past?
- Is this something you would consider doing if they were available?
- Would you prefer to check out a PC or a Mac laptop?

Additional Questions: Final Thoughts

- Anything you would like to add?

Assumptions and Limitations

The health and safety of our community is guiding this plan. We are following guidelines set forth by CDC, the state of Florida and the University of Miami.

- We need to reduce capacity to allow social distancing
- We need to limit duration of visits to that all students can use the Libraries
- We need to monitor occupancy, thus we need to log when patrons enter and exit
- Group gatherings are forbidden, so all library areas are "quiet zones" and "group study rooms" will be single use only
- Masks are required at all times, thus food is forbidden in the Libraries
- Some library rooms will be converted into classroom space
- The Student Technology Helpdesk will provide in-person services by appointment only
- We need to differentiate between different user groups (students booking space, students attending classes, students getting help, researchers visiting special collections, etc.)
- Public desktops may not be available, but laptops will be available for checkout

Thank You!